

Qualification Pack



Automotive Loans and Financing

QP Code: ASC/N1013

Version: 1.0

NSQF Level: 5

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ASC/N1013: Automotive Loans and Financing

Brief Job Description

This NOS unit is about selling vehicle finance/loan and insurance to customer at vehicle dealership by following organizational procedures.

Personal Attributes

undefined

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N1013: Automotive Loans and Financing](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	
Occupation	Vehicle Sales
Country	
NSQF Level	5
Credits	2
Aligned to NCO/ISCO/ISIC Code	

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Minimum Educational Qualification & Experience	<p>Pursuing 2nd year of UG (B.A, B.Com, BBA, BCA, Sales, BFSI, Marketing) OR Completed 1st year of UG (UG Certificate) (B.A, B.Com, BBA, BCA, Sales, BFSI, Marketing) with 1.5 years of experience OR Completed 3 year diploma after 10th with 1.5 years of experience OR 2-year Diploma after 12th grade (in any field) with 1.5 years of experience OR 12th Class (or equivalent) with 3 Years of experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	1.0
Reference code on NQR	NG-05-AU-03745-2025-V1-ASDC
NQR Version	1.0

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ASC/N1013: Automotive Loans and Financing

Description

This NOS unit is about selling vehicle finance/loan and insurance to customer at vehicle dealership by following organizational procedures.

Scope

The scope covers the following :

- Collate vehicle finance and insurance leads
- Carry out vehicle finance or loan process
- Carry out vehicle insurance process

Elements and Performance Criteria

Collate vehicle finance and insurance leads

To be competent, the user/individual on the job must be able to:

- PC1.** obtain information and specifications about the various financial and insurance products and schemes (e.g. different categories of loans and insurances) will be offered to the potential customers and plan accordingly
- PC2.** collate customer leads from vehicle dealers, brokers, direct selling executives and direct sales agents in the assigned area related to the vehicle finance/loan and insurance
- PC3.** plan an effective strategy to follow up leads and convert them into sales by convincing potential customers to take finance/loan and insurance
- PC4.** Maintain personal grooming and hygiene to ensure adherence to company standards
- PC5.** Maintain current knowledge base with regard to all financial instruments and value-add products/services

Carry out vehicle finance or loan process

To be competent, the user/individual on the job must be able to:

- PC6.** greet customer and take them through the entire vehicle loan process with all the steps, policies and procedures
- PC7.** document complete customer requisites and assess them to comprehend all customer requirements and needs
- PC8.** review customer credit history/report and present the various loan or financial products and schemes available as per the customer credit report and needs /requirements
- PC9.** explain clearly all details i.e. ROI, tenure, principal amount etc. terms and conditions i.e. penalty about the loan or financial product to the customers
- PC10.** collect all the relevant documents as required by bank/NBFC/financial services provider for processing of the loan, including properly filled loan application form and sort them
- PC11.** handover the documents folder to the loan processing agents/executives of the company/bank/NBFC/financial services provider
- PC12.** examine the records for all pending or stuck financing cases at the dealership

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- PC13.** analyse the key factors for pendency or non-availability and shortages of documents of the financing cases and enumerate all findings for pendency of the loan approval to the customer
- PC14.** clear all prerequisites for financing case to the customers
- PC15.** compile all documents, including duly filled loan application, required for the clearance of the financing case
- PC16.** forward all the stuck cases to superiors for quick approvals
- PC17.** collect and check for the final delivery order, once the loan is approved and handover to the finance section of the dealership for final bill processing of the vehicle
- PC18.** inform customer about other Value-Added Services, i.e., Accessories, AMC, EW etc. offered by the company and their benefits

Carry out vehicle insurance process

To be competent, the user/individual on the job must be able to:

- PC19.** make sales pitch to customers and help customer to select the most appropriate vehicle insurance
- PC20.** explain clearly all various features such as on road assistance, bumper to bumper repairing, engine maintenance, accidental support, fire, theft etc. of insurance policy to the customer
- PC21.** match insurance policies for clients with the companies that offer the best rates and coverage
- PC22.** Collect all the relevant documents for processing of the insurance policy including properly filled application form
- PC23.** handover the documents folder to the insurance processing agents/executives of the company
- PC24.** collect and check for the final cover note, once the insurance policy is approved and handover to the customer
- PC25.** prepare monthly sales reports and update the company systems accordingly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational/ professional code of ethics and practices to be followed during the sales process
- KU2.** standard operating procedures of the dealership related with the financing of the vehicles
- KU3.** documentation requirements for each procedure carried out as part of roles and responsibilities
- KU4.** process flow of financing or loaning and timelines involved of the company
- KU5.** process flow of billing of vehicles, to the customer, after the approval of the loan or finance at the dealership
- KU6.** how to calculate on-road price of the vehicle
- KU7.** details of the loan application form
- KU8.** documents required for processing of the loan or finance
- KU9.** calculation for credit history and financial status of the customer
- KU10.** details of the insurance application form

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- KU11.** documents required for processing of the insurance or insurance claims
- KU12.** calculation for insurance premium and insurance claim benefits for the customer
- KU13.** software or format used for financing calculations like MS excel and MS word
- KU14.** software or format used for billing and financing of the vehicle like tally and sap
- KU15.** the various information available for the vehicle being loaned or financed
- KU16.** credit and risk policies or guidelines of the OEM, company and the dealership
- KU17.** statutory compliance of the government and legal aspects
- KU18.** finance peculiarities based on geographical nuances etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read instructions/guidelines/procedures and sales scripts
- GS2.** communicate effectively using an appropriate body language/tone
- GS3.** clarify doubts and seek suggestions from the concerned person
- GS4.** identify potential workplace problem and take suitable action
- GS5.** communicate effectively using terms, names, grades and other nomenclature pertaining to the automotive trade, features etc. at the work place
- GS6.** write any work related information in English/regional language
- GS7.** analyse and apply the information gathered from observation, experience, reasoning or communication to act efficiently
- GS8.** operate android, iOS platform applications and MS Office
- GS9.** the automotive trade, features etc. at the work place

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collate vehicle finance and insurance leads</i>	4	7	-	3
PC1. obtain information and specifications about the various financial and insurance products and schemes (e.g. different categories of loans and insurances) will be offered to the potential customers and plan accordingly	1	1	-	-
PC2. collate customer leads from vehicle dealers, brokers, direct selling executives and direct sales agents in the assigned area related to the vehicle finance/loan and insurance	1	1	-	1
PC3. plan an effective strategy to follow up leads and convert them into sales by convincing potential customers to take finance/loan and insurance	1	2	-	1
PC4. Maintain personal grooming and hygiene to ensure adherence to company standards	1	2	-	1
PC5. Maintain current knowledge base with regard to all financial instruments and value-add products/services	-	1	-	-
<i>Carry out vehicle finance or loan process</i>	18	29	-	13
PC6. greet customer and take them through the entire vehicle loan process with all the steps, policies and procedures	1	2	-	1
PC7. document complete customer requisites and assess them to comprehend all customer requirements and needs	1	2	-	1
PC8. review customer credit history/report and present the various loan or financial products and schemes available as per the customer credit report and needs /requirements	2	3	-	2
PC9. explain clearly all details i.e. ROI, tenure, principal amount etc. terms and conditions i.e. penalty about the loan or financial product to the customers	2	3	-	2

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. collect all the relevant documents as required by bank/NBFC/financial services provider for processing of the loan, including properly filled loan application form and sort them	2	3	-	1
PC11. handover the documents folder to the loan processing agents/executives of the company/bank/NBFC/financial services provider	1	2	-	1
PC12. examine the records for all pending or stuck financing cases at the dealership	1	2	-	1
PC13. analyse the key factors for pendency or non-availability and shortages of documents of the financing cases and enumerate all findings for pendency of the loan approval to the customer	2	3	-	1
PC14. clear all prerequisites for financing case to the customers	1	2	-	-
PC15. compile all documents, including duly filled loan application, required for the clearance of the financing case	1	1	-	1
PC16. forward all the stuck cases to superiors for quick approvals	1	2	-	-
PC17. collect and check for the final delivery order, once the loan is approved and handover to the finance section of the dealership for final bill processing of the vehicle	1	2	-	1
PC18. inform customer about other Value-Added Services, i.e., Accessories, AMC, EW etc. offered by the company and their benefits	2	2	-	1
<i>Carry out vehicle insurance process</i>	8	14	-	4
PC19. make sales pitch to customers and help customer to select the most appropriate vehicle insurance	1	1	-	-
PC20. explain clearly all various features such as on road assistance, bumper to bumper repairing, engine maintenance, accidental support, fire, theft etc. of insurance policy to the customer	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. match insurance policies for clients with the companies that offer the best rates and coverage	1	2	-	1
PC22. Collect all the relevant documents for processing of the insurance policy including properly filled application form	1	2	-	1
PC23. handover the documents folder to the insurance processing agents/executives of the company	1	2	-	-
PC24. collect and check for the final cover note, once the insurance policy is approved and handover to the customer	1	2	-	-
PC25. prepare monthly sales reports and update the company systems accordingly	1	2	-	1
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N1013
NOS Name	Automotive Loans and Financing
Sector	Automotive
Sub-Sector	
Occupation	Vehicle Sales
NSQF Level	5
Credits	2
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

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(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N1013.Automotive Loans and Financing	30	50	-	20	100	100
Total	30	50	-	20	100	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.